
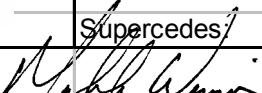


POLICY & PROCEDURE		
	<b>Employee Assistance Program</b>	
	Supersedes:	Effective: March 1, 2005
Approved:		

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The City of Duluth recognizes that its employees are the organization's most valuable asset and promotes a safe, stable, healthy and productive working environment. Because the City is concerned about employee health and well-being, it offers an Employee Assistance Program (EAP) for professional assistance in dealing with personal issues that may affect and/or hinder job performance.

The City of Duluth recommends that employees and their eligible dependents use this free and confidential EAP when personal or work problems or a crisis affects their functioning. Employees participating in the EAP will be expected to meet existing job standards, expectations and work rules. EAP services are not a substitute for existing administrative policies or contractual agreements, but are intended to supplement them.

#### **Purpose of the EAP**

The Employee Assistance Program (EAP) is an employee benefit that provides free and confidential professional assistance to help with life's stressors that may be interfering with job performance. The EAP is available to assist with any problem which affects employees or their relationships. Some of the common concerns which the EAP can help with include, but are not limited to:


1. stress or burnout
2. marriage, family, or parenting difficulties
3. alcohol or drug abuse
4. emotional or mental health issues
5. financial and/or legal difficulties
6. work-related problems
7. adjusting to injury, illness, etc.
8. Grief and loss

Any problem that is affecting an employee's life can be taken to the EAP resource.

#### **Confidentiality**

The employer does not have access to any information about who uses the EAP. The only information the employer receives is the number of employees utilizing this benefit and the types of concerns for which employees are seeking assistance. No names or identifying information is provided to the employer.

1. Individuals utilizing their EAP do not generate any medical record as a result of seeking assistance through the program.
2. If a supervisor requests feedback regarding an employee's progress in solving their problem, the employee must sign a written release before this information will be provided. This release specifies what information the employee wishes to release and to whom. The only way anyone will know an employee has used the EAP is if he/she has told someone or signed a release instructing the EAP to share information with someone.

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### **Methods of Referral**

1. Self-referral - an employee may contact the EAP directly to schedule an appointment. If the employee would like assistance with scheduling an appointment, he/she can contact the City's Employee Benefits Administrator at 730-5204.
2. Informal supervisory referral - the supervisor may suggest that an employee access the EAP if the employee demonstrates problems that affect work performance, and the supervisor feels the employee's job performance might benefit. The supervisor should provide information about the EAP and how to schedule an appointment; however, the employee is not required to seek services.
3. Formal supervisory referral - this is a mandatory referral as part of a progressive discipline process. The supervisor will be notified regarding attendance and progress toward program goals, but will not receive specific information.
4. Referral by other - other persons, such as a co-worker, union steward, or family member can also suggest to the employee that he/she access EAP services.

### **Scheduling Appointments**

Contact the Miller Dwan EAP at one of the numbers shown below. Appointments can usually be scheduled within three working days. If the need is urgent, explain to the EAP staff and they will do everything possible to schedule an earlier appointment.

**218-720-1309 or 1-888-664-0327**

**24 HOUR CRISIS LINE: 218-723-0099**

Employees are entitled to use sick leave to attend appointments, in accordance with sick leave provisions of their contract. If an employee wishes to use sick leave, he/she must sign a release allowing the supervisor to contact the EAP to verify that appointments are kept.

### **EAP Services**

An EAP counselor will meet with the employee and/or dependents to provide problem assessment, short-term counseling, and referral, when necessary. EAP sessions for employees and/or eligible dependents are paid for by the City of Duluth, and there are no limits to the number of visits. If the EAP counselor makes a referral for additional treatment, coverage will be under the employee's health insurance.